

# ***UPLAND POLICE DEPARTMENT***

Proud to Serve



**2022**

Annual Report





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# A Message from the Chief

On behalf of the women and men of the Upland Police Department, I am pleased to present our Annual Report for 2022. The Report reflects our achievements over the course of the year, providing the reader with a glimpse of the outstanding work by members of the Police Department in pursuit of our commitment to deliver the highest-quality of public safety to our residents.

2022 did not differ from many previous years; it was filled with challenges and opportunities for our Department and community. Our dedicated staff battled crime while navigating the currents of an everchanging post-pandemic landscape. In spite of the voices who seek to marginalize the work of the police, we remain committed to our mission of providing outstanding public safety to our residents, business owners, and visitors.

As we navigate through the social and political changes that will emerge in 2023, I remain optimistic about the future of our police department and community. We strive to earn your trust and respect with every contact we make with the public, and through collaboration with our community to create an Upland of which we all can be proud. The effort to hold the police accountable for their performance, and to recognize the excellence of their work is a cooperative process. Our success relies on strong community relationships and mutual respect by the police, and for the police.

In closing, I am proud of the service delivered by everyone in our Department in 2022, and of the accomplishments achieved by our officers and staff. Without strong community support, however, none of our work would matter. Each person who lives, works or visits our City determines our success. Our commitment to you is that we will continue to provide excellent public safety service while protecting your quality of life through constitutional and the ethical guidelines of fairness, respect, law, and order.



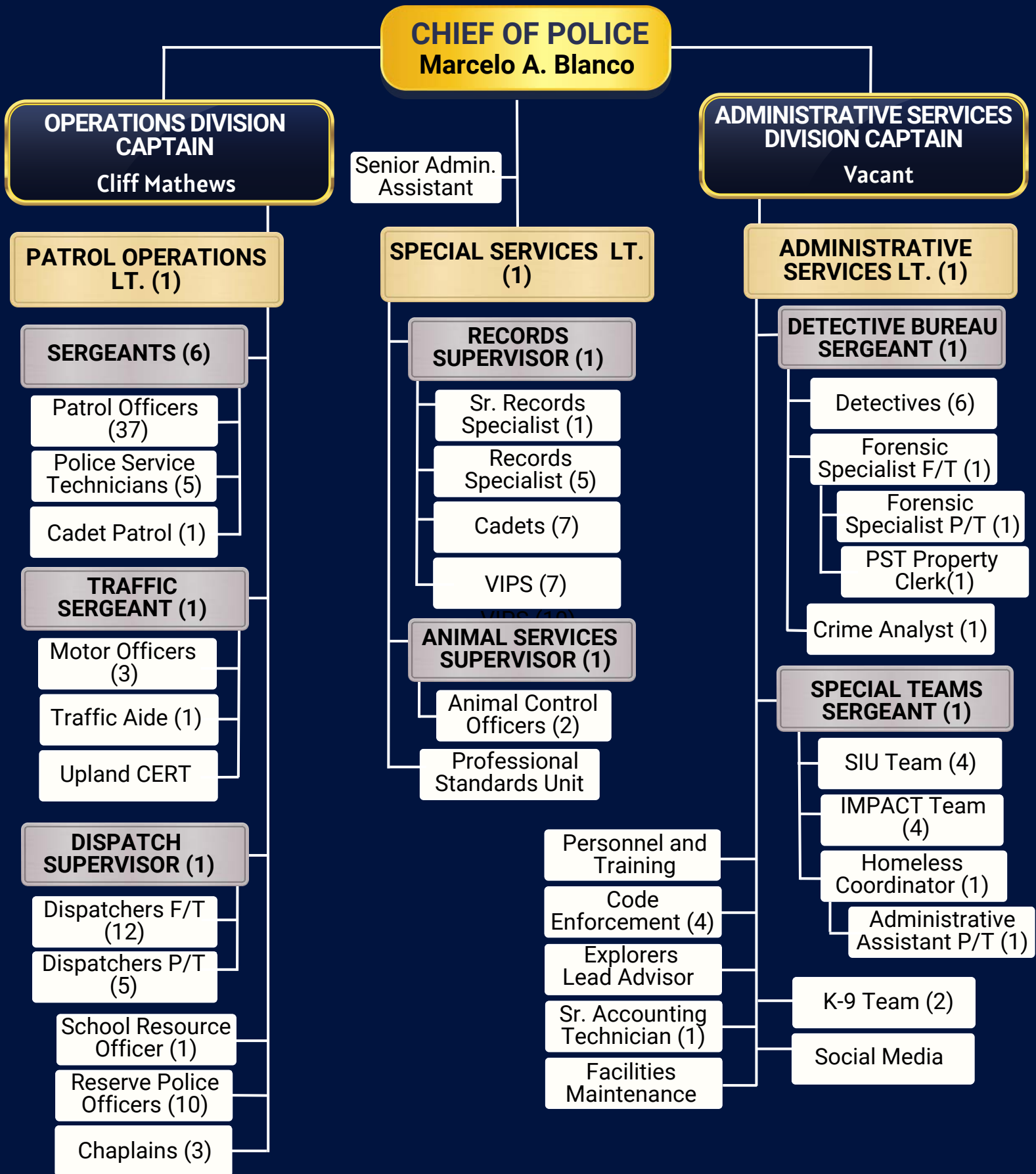
## Mission Statement

**Maintain public order following established ethical and constitutional guidelines, in partnership with the community to provide a safe and peaceful environment for all.**

## DEPARTMENT GOALS

- 1 Quality of Life
- 2 Community Engagement
- 3 Operational Effectiveness
- 4 Recruitment & Retention
- 5 Employee Development and Training

# ORGANIZATIONAL CHART



# Operations Division



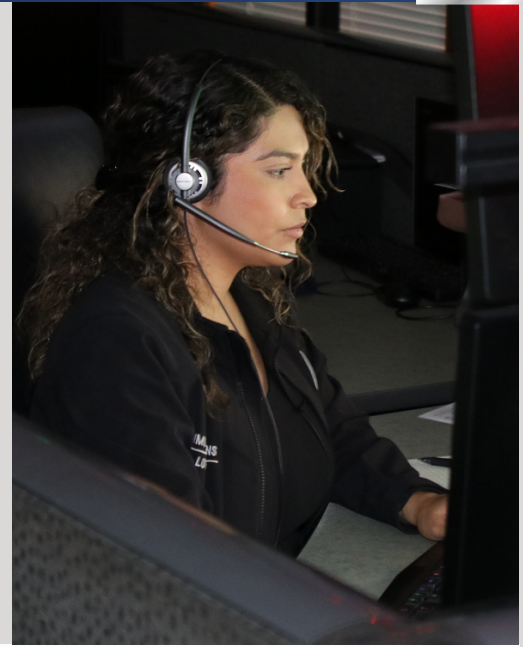
## Patrol Operations

Patrol's primary responsibility is to respond to calls for service from the community.



## Traffic Unit

The Traffic Unit is responsible for monitoring the over 200 miles of streets and highways within the City boundaries.



## Dispatch

Dispatch provides vital communications between the community and police personnel.



## School Resource Officer

The SRO provides a safe learning environment for students and faculty.



## Police Service Technicians

Police Service Technicians assist in non-hazardous assignments in support of sworn personnel.



## Reserve Police Officers

The Reserve Police Officer Unit assists with special details, as necessary.



### **TEST**

The purpose of the Triage, Engagement, and Support Team (TEST) is to assist persons in crisis with appropriate interventions.



### **Upland CERT**

Upland CERT performs volunteer emergency response tasks and provides emergency preparedness education and outreach.



### **Chaplains**

Our chaplains are certified pastors and spiritual counselors, who volunteer to serve Police Department Staff and the community.

# **Administrative Services Division**



### **Detectives**

Detectives handle specific caseloads and conduct follow-up investigations.



### **IMPACT**

IMPACT is tasked with all "Quality of Life" concerns and taking enforcement action against criminal vagrants.



### **Homeless Coordinator**

Offers solutions and resources that will help guide homeless persons off the streets.

# Admin. Services continued..



## Special Investigations Unit

The purpose of the SIU is to locate suspects wanted in felonious cases that occur in Upland.



## Police Service Dogs (K-9)

K-9 dogs help locate and arrest violent offenders, and locate hidden narcotics.



## Personnel and Training

Handles recruitment, training, and background investigations of all police department employee candidates.



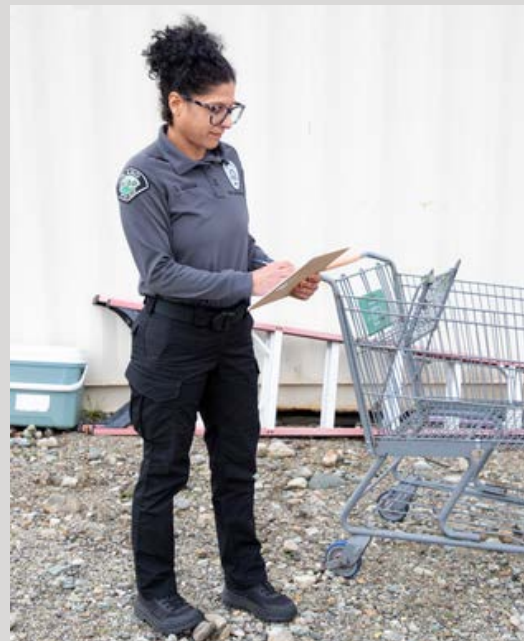
## Crime Analyst

Performs statistical analysis and provides patterns and trends on criminal activity.



## Property and Evidence

Assists department personnel with crime scene processing/photography and evidence storage.



## Code Enforcement

Tasked with the responsibility of protecting property values, quality of life, and eliminating blight.



### **Explorers**

The Explorers Advisors prepare young participants who are interested in the law enforcement profession.



### **Sr. Accounting Technician**

The Senior Accounting Technician is responsible for all fiscal matters pertaining to the Police Department.



### **Facilities Maintenance**

Tasked with the day-to-day maintenance and cleanliness of the Police Department Building.

## ***Special Services Division***



### **Records Management**

The Records Unit actively performs detailed record-keeping processes.



### **Volunteers in Police Services (VIPS)**

VIPS consists of members of the community who volunteer with the department.



### **Animal Services**

Animal Services handles all animal-related issue in the city to ensure public safety.

# Operations Division

## PATROL OPERATIONS



The City of Upland is segmented into four patrol beats, each with one or two assigned Patrol Officers. The Patrol Officer's primary responsibility is to respond to calls for service from the community. When not responding to these calls for service, Patrol Officers respond to high crime, traffic problem areas, and use innovative solutions to tackle problems within these areas to bring peace and order to the citizens of Upland.

## TRAFFIC UNIT

A Traffic Officer's duties include traffic enforcement, traffic crash investigations, and grant-funded activities such as DUI checkpoints, DUI saturation patrols, directed traffic enforcement, and distracted driver enforcement. The Parking Aide is responsible for parking enforcement throughout the city.

### 2022 Totals

Traffic Collisions	418
Traffic Citations	2,764
Parking Citations	3,226
DUI Checkpoints	7
DUI Saturations	12
Traffic Enforcement Details	8
Fatal crashes	5
Major Incident Investigations	17



# Operations Division



## **DISPATCH**

The Dispatch Center is responsible for transmitting emergency and non-emergency calls for police, fire, and emergency medical service. They maintain contact with officers in the field, including accounting for location and status of field units, sending back-up units, and ensuring the safety of field units.

### 2022 Totals

Emergency & non-emergency calls	129,560
Calls processed via Computer Aided Dispatch (CAD)	67,195
911 calls	28,902
Daily average 911 calls	79.18
Phone lines for emergency and non-emergency use	15

## **SRO**

**(SCHOOL RESOURCE OFFICER)**



The SRO is responsible for all 14 schools within the school district with approximately 10,200 students. This year, Corporal Teague presented on the following topics:

- Shelter in place/lockdown/active shooter
- Smoking/vaping education
- Fentanyl/narcan
- Anti-bullying
- Social media safety
- General safety education and tips

# Operations Division

Police Service Technicians assist patrol operations by responding to calls for service that may not require an officer's presence. Their main functions are to investigate criminal offenses with no suspect present, investigate traffic crashes, issue parking citations, tow vehicles, and assist with crime scene evidence collection.

2022 Totals	
Cases taken	692
Parking citations issued	1,626
Vehicles towed	977
Total calls for service	2,655



## **PST** **(POLICE SERVICE TECHNICIANS)**

## **RESERVE POLICE OFFICERS**

We currently have four Reserve Officers who assist with special details, as necessary, including patrol, checkpoints, and special events.

For the year 2022, the Reserve Unit worked a total of:

**644**  
**hours**



# Operations Division

## TEST

**(Triage, Engagement and Support Team)**

TEST identifies persons in crisis and completes risk evaluations with appropriate interventions in the least restrictive environment, such as the Crisis Stabilization Unit (CSU) and to divert from unnecessary hospitalizations and incarcerations. TEST assist officers with responding to persons experiencing mental health crisis and provides case management to ensure persons are linked to stable resources.

### 2022 Totals

Referrals	89
Follow-ups	257

Upland CERT performs emergency response tasks and provides emergency preparedness education and community outreach programs.

## UPLAND CERT

### 2022 Totals

Total volunteer hours	4,389
Call-out hours	221.5
Call-out events	6
Major windstorm	1
Structure fires	2
Traffic accidents	2
Police activity	2
Planned events	10
Traffic/crowd control	7
Lemon Festival	3 days
Open Houses	2



## CHAPLAINS



The Upland Police Department Chaplains are all certified Pastors and Spiritual Counselors, who must go through an extensive background assessment. They serve the Police Department through:

- Counseling Peace Officers, other members of the department and their families
- Visiting sick and injured officers and department personnel in home and hospital
- Making death notifications
- Equipping Officers in areas such as stress management, ethics, family life, pre-retirement
- Serving as liaison with other clergy in the community

Crime statistics and response time averages help us measure crime levels and asses our service levels and the needs of our community.

## CRIME ANALYSIS

Part I (crimes against persons)	2021	2022	% Change
Homicide	4	3	-25%
Sexual offenses	56	69	23%
Assault offenses	739	1040	41%
<b>Totals</b>	<b>799</b>	<b>1112</b>	<b>39%</b>
Part II (crimes against property)			
Robbery	69	81	17%
Burglary	292	337	15%
Larceny	1189	1085	-9%
Grand Theft Auto	284	239	-16%
<b>Totals</b>	<b>1834</b>	<b>1742</b>	<b>-5%</b>
<b>GRAND TOTALS</b>	<b>2633</b>	<b>2854</b>	<b>8%</b>

\* In May 2021 UPD went from reporting through Uniform Crime Reporting (UCR) to the National-Incident Based Reporting System (NIBRS). UCR and NIBRS do not report equally therefore the % Change is not a true representation.

Priority Response Time Averages	2020	2021	2022	% Change from 2021 to 2022
Priority 1	0:06:26	0:06:56	0:07:24	6.73%
Priority 2	0:16:58	0:20:16	0:21:24	5.59%
Priority 3	0:44:16	0:55:54	1:05:26	17.05%
Priority 4	0:39:06	0:55:10	1:00:42	10.03%

## PROPERTY AND EVIDENCE

Property and Evidence personnel conduct a thorough analysis of major crime scenes which includes the search for, and processing of latent prints, crime scene photography, and collecting and storing evidence and property that comes in.

2022 Totals (estimates)	
Evidence/property pieces taken in	5,200
Evidence/property pieces destroyed	2,000
Evidence/property pieces released	600
Evidence/property pieces sent to lab/ CAL ID	900



# Administrative Services Division



## **SIU** **(SPECIAL INVESTIGATIONS UNIT)**

The Special Investigations Unit is comprised of two officers, one corporal and one sergeant. Any major investigations concerning vice and narcotics are the responsibility of SIU. The Upland Police Department also participates on the ORION (Ontario Regional Interdiction Of Narcotics) Task Force and has an officer assigned to that team.

2022 ORION Totals	
Methamphetamine	385 pounds
Heroin	2 pounds
Cocaine	131 pounds
Marijuana	1,422 pounds
Fentanyl	25 pounds
Firearms	8
US currency	\$3,126,193
Warrants served	184

SIU 2022 Totals	
Search & arrest warrants	75
Recovered firearms	20
Arrests	54

## **K-9**



K-9 Totals	
Total deployments	107
Narcotics related arrests	26
Illegal firearms located	11
Suspect surrenders	33
Apprehensions	5
Cash seized from narcotics sales	\$400,000
lbs of illegal narcotics seized	298



# Administrative Services Division



## DETECTIVES

The Detective Bureau is tasked with investigating all major crimes and all crimes requiring special attention and/or lengthy investigation.

2022 Totals	
Felony cases filed	194
Misdemeanor cases filed	519

IMPACT is composed of one Homeless Coordinator, three Officers, one Corporal, and one Sergeant. The main purpose of this team is to address quality of life issues occurring within the City of Upland.



## IMPACT

2022 Totals	
Drug related arrests	76
Trespassing arrests	89
Cite-release arrests	63
Warrant arrests	96
Misc. arrests	42

## HOMELESS COORDINATOR

IMPACT, in partnership with the Homeless Coordinator, assists the homeless by providing available services and finding individuals resources and shelter.

2022 Totals	
Homeless provided placement	37
Homeless provided rental assistance	3
Transient problem calls	1,984
Trespassing transient calls	383



## PERSONNEL AND TRAINING



In 2022, we received 922 applications for Police Department positions. Of these applicants, 31 were hired:

- 8 Police Officer Trainees
- 5 Pre-Service Police Officers
- 5 Lateral Police Officers
- 1 Reserve Police Officer
- 2 Dispatchers
- 1 PST
- 1 Code Enforcement Officer
- 2 Records Specialist
- 5 Police Cadets
- 1 Traffic Aide

In an effort to improve a trainee's success rate, the Upland Police Department implemented a 3-week pre-academy for Police Trainees prior to going to the Police Academy. During the Pre-Academy trainees worked on Physical Fitness, Firearms Training, Drill and Ceremony, Uniform Inspections, Scenarios (building searches, high risk traffic stops, arrest & control) as well as classroom preparation.

In addition, The Upland Police Department Tactical Team grew by sending 3 officers to the San Bernardino County Sheriff's Department Special Weapons and Tactics (SWAT) School.

The Upland Police Department Personnel attended a variety of advanced officer and professional staff training throughout 2022. Some of this training included:

- Sherman Block Supervisory Leadership Institute
- Standardized Field Sobriety Tests (SFST)
- Advance Roadside Impaired Driving Enforcement (ARIDE)
- Radar Operator / Lidar Operator
- FTO School / FTO Update
- Basic Crisis Negotiations Course
- Sexual Assault Investigations
- Traffic Investigations (Basic, Intermediate, Advance)
- Gang & Narcotics Symposium
- Taser Instructor
- Background Investigations
- Tactical Emergency Casualty
- Internal Affairs
- Drug Recognition Expert (DRE)
- Leadership & Accountability
- Modern Crisis Negotiations
- Crisis Negotiations Team Leader
- Chemical Agent Instructor
- Search Warrant
- Less Lethal Instructor Course
- Diversionary Device Instructor Course



# Administrative Services Division



## **CODE ENFORCEMENT**

2022 Totals	
Cases created	1,675
Inspections	4,662
Cases closed	1,616
Notices issued	2,484
Illegally posted signs removed	3,000
Shopping carts removed	108
Administrative citations issued	150
Average case resolution	28 days

The Code Enforcement Unit is responsible for maintaining the City's motto, "The City of Gracious Living." Code Enforcement Officers are tasked with the responsibility of protecting property values and eliminating blight through the enforcement of the City's Municipal Code.

## **EXPLORERS**

The purpose of the Explorer Program is to help young people get involved in their community and to expand their knowledge of law enforcement and its day-to-day operations.



20  
Explorers  
225  
volunteer  
hours

## FACILITIES AND MAINTENANCE



The Facilities Maintenance Department is comprised of 2 facilities specialists and 1 custodial staff member tasked with the day-to-day maintenance and cleanliness of the Police Department Building.

## SENIOR ACCOUNTING TECHNICIAN

The Senior Accounting Technician is responsible for all fiscal services (Preparing the annual department budget and reviewing of expenditures throughout the year, coordinating and reporting the department's grants, Purchasing, Accounts Payables, Deposits, Travel Reimbursements, Petty Cash, Special Event invoicing and FBI joint task force billing for grant reimbursement.



### 2022 Totals

Homeland Security Grant Programs	4
Justice Assistance Grants	5
Office of Traffic and Safety Grants	3
Targeted Violence & Terrorism Prevention Grant	1
Tobacco Law Enforcement Grant	1
Funding sources tracked	8

## SOCIAL MEDIA

The Social Media Team works around the clock to provide the community with information regarding incidents that occur in Upland. In addition, we use this platform to build a connection with our community, offer safety tips, and show the the various ways our officers proudly serve. Below is the combined following on our social media accounts:



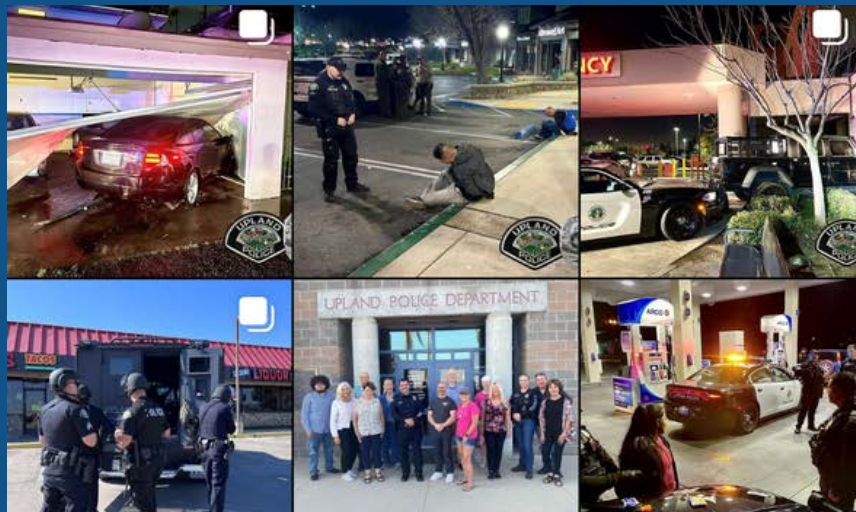
31.7K  
followers



21.4K  
followers



4.1K  
followers



# Special Services Division



## RECORDS

2022 Totals	
Police reports	8,092
Adult arrests	2,555
Citations	1,752
Criminal subpoenas	230

The Records unit processes local and state criminal offender information, and actively performs a detailed list of law enforcement record-keeping processes. They are often the first contact the public has when they arrive at the Police Department and help answer questions and provide information.

## CADETS

Police Cadets perform routine non-sworn civilian status work in the Police Department in various divisions of the Police Department, including: lobby reception, records, patrol, traffic, and property and evidence.



# Special Services Division

Volunteers in Police Services (VIPS) unit consists of members of the community who volunteer to serve at the Police Department. They're assigned to patrol or to perform administrative tasks within the different divisions within the Police Department. During the year 2022, VIPS volunteered a total of:

**1137  
hours**

## **VIPS** **(VOLUNTEERS IN POLICE SERVICES)**



## **ANIMAL CONTROL**

Animal Control handles any animal-related issue in the city to ensure public safety as it relates to animals and pets. The Officers conduct field patrols and enforce state laws and local ordinances regarding stray, dangerous, domestic and wild animals, in addition to addressing nuisance complaints.

### 2022 Totals

Animals returned to owner	195 (7.4%)
Euthanized	12.04%
Disposal requests processed	154
Stray animals received	1,445
Deceased animals collected	354
Trap-neuter-return	94 cats
Confiscated animals	42



# CommUNITY Events

## Coffee with a Cop



In June, we held a Coffee with a Cop event to connect with the morning people in our community.

## LETR



In June, we participated in the Special Olympics Law Enforcement Torch Run (LETR) to help raise awareness and funding.

## Chill with Chief



In August, we held an ice cream social and invited the community to meet the new Chief.

## National Night Out



In August, we visited many Neighborhood Watch groups for National Night Out.

## Citizen's Academy



In September, we hosted a 10-week course to educate the community on our police department.

## Open House



In October, we opened our doors to the community for our annual Open House event.

## Pink Patch Project



In October, we participated in the Pink Patch Project to raise funds for the fight against breast cancer.

# CommUNITY Events

## No Shave November



During November, many of our officers forwent shaving for a month in an effort to raise awareness and funds for prostate cancer research.

## Toys for Tots



In November, we hosted a Toys for Tots donation box in our lobby to help collect toys for less fortunate children.

## Brews with the Blues



In December, we hosted an event at a local brewery for our evening crowd, and invited MADD to join for educational outreach.

## Shop with a Cop



In December, we participated in the Colonies Holiday Miracles event funded by the Colonies business partners and joined many families and children on a shopping spree.

## Blood Drive



We partnered with the American Red Cross to host four blood drives at our facility.

## Ride to Live Course



We hosted two free motorcycle safety courses.

## Social Media Safety



We hosted two free Social Media Safety for Children courses.

# Awards



## Medal of Valor

Sergeant Jim Tseng

## Bravery Award

Detective Chris Delaney

## Merit Award

Officer Andy Garcia  
Officer Scott Long

## Chief's Commendation/Unit Citation:

Dispatcher Liz Nutt  
Dispatcher Stephanie Steenerson  
Officer Dylan Bartley  
Officer Carlo Landivar

Officer Jacob Ruston  
Detective Cynthia Leal-Garcia  
Sergeant Eric DiVincenzo  
Sergeant Kyle O'Brien



## Life Saving Award

Officer Dylan Bartley  
Officer Sarah Nakamura



## Red Cross Life Saving Award

Sergeant Jim Tseng  
Detective Chris Delaney

# Awards



**Volunteer of the Year**  
Diane Cheever



**Dispatcher of the Year**  
Elisabeth Covey



**Employee of the Year**  
Code Enforcement  
Officer Amanda Betten



**City of Upland Employee  
of the 1st Quarter**  
Brian Senddorfer



**City of Upland Employee  
of the 2nd Quarter**  
Stephanie Kunkel



**City of Upland Employee  
of the 3rd Quarter**  
Alexa Merritt




**Police Officer of the  
4th Quarter**  
Lavena Flores



**Police Employee of the  
4th Quarter**  
Jackie Crandell

# Connect with us!

## UPLAND POLICE DEPARTMENT:

 @UplandPolice  
 Upland Police Department  
 @UplandPD

## CHIEF MARCELO A. BLANCO

 @UplandPDChief

## UPLAND POLICE K9 UNIT:

 @k9uplandpd  
 K-9 Rudy

## UPLAND PD IMPACT TEAM:

 @Upland\_PD\_Impact  
 Upland P.D. Impact

## UPLAND PD S.W.A.T.:

 @UplandPDSWAT

#UPD\_ProudToServe  
#TeamUplandPD

## JOIN UPD

Are you interested in a career in law enforcement? Join a team that makes a difference and contact our recruiter today!

Officer Garcia  
(909) 948-7624  
agarcia@uplandpd.org

For current jobs openings:  
[www.governmentjobs.com/uplandca](http://www.governmentjobs.com/uplandca)



## BECOME AN EXPLORER

Interested in becoming an Upland Explorer? If so, contact Corporal Teague at [cteague@uplandpd.org](mailto:cteague@uplandpd.org)



- Must be between 14-21 years old
- GPA requirement 2.0 or better
- Must be able to attend weekly meetings

1499 W. 13th St., Upland, CA 91786  
Non-Emergency: (909) 946-7624  
[www.uplandca.gov/police](http://www.uplandca.gov/police)

